

## **Job Title: Dental Practice Manager**

### **Overview:**

Worthmore Clinic, a compassionate non-profit organization dedicated to providing essential dental care services to refugees and immigrants in Aurora, Colorado, is seeking an experienced and dynamic Dental Practice Manager. The ideal candidate will be a professional and compassionate individual with a can-do attitude, exceptional organizational skills, and a strong commitment to patient care. This role involves overseeing the day-to-day administrative and operational aspects of our full-service dental clinic, contributing to the overall success of our mission to enhance the oral health and well-being of our diverse community.

### **Responsibilities:**

#### **Administrative Management:**

- Efficiently manage scheduling, appointments, and patient records using dental practice management software.
- Oversee billing, insurance claims, and financial transactions with a keen eye for accuracy and compliance.
- Coordinate the purchase of office supplies and manage inventory in our paperless environment.
- Responsible for dental supply ordering, maintaining inventory, and staying within budget constraints

#### **Operational Leadership:**

- Oversee day-to-day operations of the dental clinic, ensuring efficient workflow and high-quality patient care.
- Collaborate with the clinical team to optimize scheduling, resource allocation, and patient flow.

#### **Patient Care Coordination:**

- Welcome patients and ensure a positive experience from check-in to check-out.
- Address patient inquiries and concerns promptly and professionally, maintaining patient confidentiality in compliance with HIPAA regulations.
- Preauthorization management

**Patient Relations:**

- Implement patient-centric initiatives to enhance the overall experience, focusing on cultural sensitivity and inclusivity.
- Address patient concerns and feedback in a timely and empathetic manner.

**Staff Supervision and Training:**

- Assist in training administrative and support staff. Supervise staff, fostering a positive and inclusive work environment. Encourage teamwork, professional development, problem-solving, and a growth mindset.
- Coordinate staff schedules. Coordinate specialty care schedules.

**Financial Management:**

- Monitor accounts receivable collections and communicate effectively with the dental team on achieving financial goals.
- Communicate daily with staff and doctors on progress toward daily, weekly, and monthly goals.
- Accomplish office production and profitability goals through revenue growth and expense control.

**Compliance and Regulatory Management:**

- Ensure compliance with federal, state, and local regulations governing dental practices.
- Stay abreast of changes in regulations and industry standards.
- Maintain accurate and up-to-date documentation and records.

**Facility and Equipment Maintenance:**

- Coordinate maintenance and repairs for dental equipment and office facilities.
- Maintain infection control protocols and adhere to OSHA standards to ensure a clean, safe, and comfortable environment for patients and staff.

**Communication and Relationship Management:**

- Serve as the primary point of contact for patients, staff, and vendors, effectively communicating needs and/or concerns to the Clinical Program Director.
- Act as the liaison between the support team, patients, and practice staff, building and maintaining positive relationships with the community.

### **Technology Integration:**

- Evaluate and implement new technologies to improve clinic efficiency and patient care.
- Ensure the electronic health record (EHR) system is utilized effectively for documentation and reporting.

### **Qualifications:**

- Bachelor's degree in healthcare administration, business administration, or a related field.
- 3+ years of prior experience in dental office management, preferably in a non-profit or community health setting.
- Proficiency in dental practice management software (Eaglesoft a plus) and Microsoft Office Suite.
- Ability to multitask, prioritize, and problem-solve in a fast-paced environment.
- Knowledge of dental terminology, procedures, and insurance billing practices.
- Knowledge of dental clinic operations, regulatory requirements, and best practices.
- Commitment to maintaining patient confidentiality and compliance with regulatory requirements.
- Extensive knowledge of dental revenue cycles and insurance carriers (PPOs, Medicaid, and discount plans).
- Willingness to work flexible hours, including evenings and weekends, as needed.
- Strong leadership, communication, and interpersonal skills.
- Ability to work collaboratively in a diverse and multicultural environment.
- Proficiency in relevant software applications, including EHR systems.

### **Qualities and Attributes:**

The ideal candidate should possess a range of qualities, including being a self-starter, task-oriented, engaging, articulate, and accountable. Additionally, they should have a high attention to detail, excellent team communication and follow-through, and a passion for building relationships. The candidate should embody a positive outlook on life and align with our clinic's culture of inspiration and upliftment.

Our office values a culture of positivity, innovation, and teamwork. We seek individuals who are skilled in their roles, demonstrate problem-solving abilities, and have a growth mindset, and are ready to be inspired and uplifted as part of our dedicated team.

If you are passionate about making a meaningful impact on the oral health of refugees and immigrants, we invite you to submit your resume and a cover letter detailing your relevant experience and commitment to our mission.

Worthmore Clinic is an equal-opportunity employer committed to diversity and inclusion. We encourage individuals from all backgrounds to apply.

**Work Environment:**

Standard office environment, combined with community-based activities.

**Compensation:** \$65,000-\$75,000 depending on experience.

**Benefits:** Health Insurance premium reimbursement, Dental, 401K, Wellness program, Paid-time off, sick days and holidays.

Please send resume and cover letter with references to: [Carolyn@projectworthmore.org](mailto:Carolyn@projectworthmore.org)